

Title (en)

DIALOGUE PROCESSING METHOD AND DEVICE

Title (de)

VERFAHREN UND VORRICHTUNG ZUR DIALOGVERARBEITUNG

Title (fr)

PROCÉDÉ ET DISPOSITIF DE TRAITEMENT DE DIALOGUE

Publication

EP 3889799 A4 20220209 (EN)

Application

EP 19909437 A 20191211

Priority

- CN 201910025807 A 20190110
- CN 2019124441 W 20191211

Abstract (en)

[origin: EP3889799A1] A dialogue processing method and device are provided. The method includes: A dialogue processing device receives dialogue information from user equipment; if the dialogue information does not include slot information that is corresponding to a first slot type and that can determine a service, obtains a service identifier set corresponding to the first slot type from a server, and sends the service identifier set to the user equipment; and after a target service identifier is received from the user equipment, requests a service corresponding to the target service identifier from the server, and sends execution success information to the user equipment. According to this method, a service item can be presented to a user in a timely manner, and the user can be prevented from initiating a plurality of rounds of dialogues with the dialogue processing device, thereby improving service execution efficiency and further improving use experience of the user.

IPC 8 full level

G06F 16/33 (2019.01); **G06F 16/9032** (2019.01)

CPC (source: CN EP US)

G06F 3/167 (2013.01 - US); **G06F 16/90332** (2019.01 - EP); **G06F 40/205** (2020.01 - US); **H04L 51/02** (2013.01 - EP US); **H04L 67/12** (2013.01 - CN); **H04L 51/04** (2013.01 - EP)

Citation (search report)

- [I] US 9996531 B1 20180612 - PARASTATIDIS SAVAS [US], et al
- [A] US 9466294 B1 20161011 - TUNSTALL-PEDOE WILLIAM [GB], et al
- See also references of WO 2020143381A1

Designated contracting state (EPC)

AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)

BA ME

DOCDB simple family (publication)

EP 3889799 A1 20211006; **EP 3889799 A4 20220209**; CN 111427992 A 20200717; US 11977815 B2 20240507; US 2021334071 A1 20211028; WO 2020143381 A1 20200716

DOCDB simple family (application)

EP 19909437 A 20191211; CN 201910025807 A 20190110; CN 2019124441 W 20191211; US 202117371377 A 20210709